

**EMERGENCY TELEPHONE SERVICE COMMITTEE  
MEETING MINUTES  
March 15, 2000**

**Meeting held at:  
Michigan State Police Training Academy  
Lansing, Michigan**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. Don Adams	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Don Jensen	Michigan Association of Counties
Ms. Suzan Hensel	Association of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. John Hunt	Public Member, Governor Appointed
Mr. Nathan McClure	National Emergency Number Association
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. Robert Reynolds	Telecommunications Association of Michigan
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Robert Struck (arrived 10:50 a.m.)	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Tpr. David DeVries	Michigan State Police Troopers Association
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Patrick	Department of Consumer and Industry Services
Chief Fred Rogers	Michigan Association of Chiefs of Police

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

**APPROVAL OF MINUTES**

MOTION to approve the minutes of the January 19, 2000, ETSC meeting. A vote was taken and the motion carried.

**REPORTS**

**A. REPORT OF THE CHAIR**

**Listing of County Final 9-1-1 Plans on File with MSP**

To date, 81 counties have submitted a copy of their final 9-1-1 plan to Lt. Colonel Madden's office. A listing was provided to committee members. The two counties that have not submitted plans are Ontonagon and Gogebic. Ontonagon County's tentative plan is scheduled for adoption by its County Board of Commissioners on May 9. The Gogebic County 9-1-1 Committee has met with some resistance and has decided to rescind its proposed plan and draft a new one.

Lt. Colonel Madden stated that the intent of P.A. 78 is clear. A county must have a final 9-1-1 plan in place to receive funds for the first year of distribution. It is also clear that a county must be fully

in compliance with 1986 P.A. 32, as amended, in order to be certified as eligible to receive funds during the second year of distribution and each year thereafter.

MOTION by Lt. Colonel Madden, seconded by Mr. McClure, that the ETSC certify all counties that have submitted a final 9-1-1 plan to Lt. Colonel Madden's office by May 10, 2000, as eligible to receive wireless emergency telephone funds this first year. Motion carried unanimously.

MOTION by Lt. Colonel Madden, seconded by Mr. McClure, that the ETSC notify each county that it must be in full compliance with 1986 P.A. 32, as amended, including a fully compliant final 9-1-1 service plan, in order to be certified as eligible to receive wireless emergency telephone funds beginning with the second year of distribution. Counties that amend their final 9-1-1 service plan to come into compliance must submit a copy of their updated plan to Lt. Colonel Madden's office by April 30, 2001. Motion carried unanimously.

### **List of CMRS Providers**

On February 3, 2000, a letter was sent to the Federal Communications Commission (FCC) by Lt. Colonel Madden requesting assistance in identifying all CMRS providers in Michigan. The FCC responded by providing directions to their FCC License Search web site. Searches can be done by state or by specific county. Department of Treasury staff is working to contact the companies listed as having FCC licenses in Michigan to determine whether they are actually providing service in our state. The committee and attendees were provided a copy of the most current listing of known CMRS providers in Michigan. Both the departments of Treasury and State Police continue to work with the CMRS industry on this issue. The CMRS listing will be posted on the ETSC web site in the near future.

### **Summary of MSP Activities**

Lt. Colonel Madden has had two very productive meetings with a member of the Attorney General's staff. This individual will work through the State Police to assist the ETSC by researching legal questions at the request of the ETSC Chair. He will also serve as a liaison to other divisions of the Attorney General's office, as needed.

State Police and Treasury staff members met on February 16. To date, approximately \$3 million has been deposited into the CMRS emergency telephone fund. The Department of Treasury has done an excellent job preparing for implementation of this process. Both the departments of Treasury and State Police must have supplemental appropriations passed by the Legislature before either can distribute wireless funds. Supplementals are expected to be introduced in the Senate this afternoon (March 15).

Lt. Colonel Madden has met with State Police internal auditing staff to discuss procedures for conducting annual audits of wireless funds. It appears the Auditor General will audit the Treasury fund. The Department of Treasury Division of Local Audit and Finance has been made aware of the new law and may add this series of public acts to those covered by their local audits. Work is still being done in this area.

### **Recommendations for Use of \$.03 Funds**

The State Police has requested input on use of the \$.03 Funds from the Michigan Association of Counties (MAC), the Michigan National Emergency Number Association (NENA), the Michigan Communications Directors Association (MCDA), and the Association of Public Safety Communications Officials (APCO). Others interested in submitting recommendations are encouraged to do so. Suggestions should be submitted to Lt. Colonel Madden's office by March 31, 2000.

### **ETSC Web Site**

The ETSC web site address is [www.msp.state.mi.us/division/MI911/index.htm](http://www.msp.state.mi.us/division/MI911/index.htm). Suggestions for additions or changes should be forwarded to Linda Cwiek by telephone at (517) 336-6163 or by e-mail at [cwiek@state.mi.us](mailto:cwiekl@state.mi.us).

## **B. POLICY SUBCOMMITTEE**

Mr. John Hunt reported that the Policy Subcommittee has met twice this year. Several areas have been identified for review and action, with wireless implementation taking top priority. The subcommittee anticipates making initial policy recommendations relative to wireless implementation following the next meeting of the Wireless Implementation Subcommittee. The two motions passed by the ETSC earlier in this meeting will be used as planks in the subcommittee's report to the full committee.

## **C. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE**

Mr. Nate McClure reported that this subcommittee has reviewed a number of funding distribution models and is working with the Michigan Commission on Law Enforcement Standards (MCOLES) to develop guidelines for distribution of funds. The original model selected by the subcommittee was that currently being used for the 302 grant process; however, considerable staff time would be required to implement such a process. Mr. McClure will pull together a core group of individuals who can dedicate their efforts to expediting this subcommittee's work.

## **D. WIRELESS IMPLEMENTATION SUBCOMMITTEE**

Ms. Suzan Hensel presented a report containing seven recommendations from this subcommittee. The ETSC reviewed these recommendations and took action as noted below:

1. Statewide 9-1-1 Program Manager/Consultant: Recommend the ETSC retain a company to serve as project/program manager of statewide wireless 9-1-1 implementation. This firm should have previous experience in this same capacity. Recommend funding come from MSP \$.03 Fund.

Discussion: Lt. Colonel Madden suggested this recommendation be tabled for the time being. This is a start-up process and the ETSC appears to be adequately working through issues as they arise. At this point in time, no funding is available. This recommendation was noted for the record, with no formal action taken by the Committee.

2. Certification of Counties for Fund Eligibility: In reference to P.A. 78 of 1999, Section 409 (B) and (C), recommend the ETSC approve that any county with a final 9-1-1 plan in place as eligible to receive wireless funding, as stipulated under these sections. Further recommend that any county that has not submitted a plan during the first year of distribution will have their funds escrowed for distribution the following year, with submission of a final 9-1-1 plan as a requirement.

Discussion: The first part of this recommendation was addressed with the two motions passed earlier in this meeting. The second recommendation cannot be adopted as law does not provide for escrowing of funds. Available funds will be divided and distributed, as provided by law, only among those counties certified as eligible by the ETSC.

3. Process for Formal Request for Phase I Implementation: Recommend that each individual county send the formal request for Phase I implementation to the CMRS serving their county, or within their 9-1-1 service district, on behalf of their PSAPs. This does not prohibit MCDA from serving in a coordinating capacity for those counties that choose to designate MCDA as their county agent for requesting Phase I implementation. This also allows each CMRS to decide how they will facilitate each request on a county by county basis.

Recommend also that the ETSC provide each county with a current list of CMRS and a draft copy of the formal request letter.

Discussion: A formal request places obligations on the PSAP/county and CMRS. The PSAP must be equipped to receive wireless E9-1-1 calls and the CMRS must implement Phase I within six months of receipt of the request. The PSAP may not know if it's ready to receive calls until it determines from the CMRS provider what technology will be used. It was suggested an informal letter be sent by the PSAP/county, followed by a formal request for service.

The subcommittee's recommendation calls for the county to send the letter. It was asked whether

the 9-1-1 coordinator or PSAP director could make the request. Some county final 9-1-1 service plans designate this authority to the PSAP director as the 9-1-1 coordinator. Although the funding goes to the county level, the request for service is an installation issue to be handled by the 9-1-1 coordinator or PSAP. Mr. Temple advised that CMRS providers would like a single point of contact within each county where possible, but they are not concerned with who makes the request.

Action: Ms. Hensel amended her recommendation to read: Recommend that each individual county **or designated authority** send the formal request for Phase I implementation to the CMRS serving their county, or within their 9-1-1 service district, on behalf of their PSAPs. Further, recommend that the ETSC provide each county with a current list of CMRS and a draft copy of the formal request letter.

MOTION, seconded, and carried, 16 yes and 1 abstention, to accept this recommendation. (Mr. Struck arrived at the meeting during this discussion and therefore abstained from voting on this motion.)

The Wireless Implementation Subcommittee will prepare a draft letter for the Committee's consideration.

4. Contracts: Recommend the ETSC adopt the position that contractual relationships are not a requirement or necessary, as the legislation properly addresses issues of cost recovery funding and liability.

Discussion: There was considerable discussion regarding this recommendation. Mr. Hunt believes this issue is best left to the individual 9-1-1 authorities and wireless providers to decide, and that the ETSC has no authority to adopt such a position. Ms. Hensel advised the purpose of this recommendation is to ensure that PSAPs are made aware they need to be cautious about entering into contracts, as they are not in control of the funding. Only the state can issue payments to CMRS providers.

Delegating contracts to the county level may stall deployment if the contracts have to go through county and industry legal department review prior to approval. However, contracts at the local level may help PSAPs ensure they get the service they need.

Ms. Hensel agreed to amend this recommendation by deleting the words "or necessary" provided wireless carriers bring proposed contractual language to the Wireless Implementation Subcommittee for review and endorsement. Lt. Colonel Madden opposed this suggestion, as he does not believe it is the role of the ETSC to monitor. Mr. Paul Rogers advised that MCDA can assist in this effort if asked by the PSAP.

Following a short break to allow the Wireless Implementation Subcommittee to caucus, Ms. Hensel withdrew this recommendation to give the wireless industry and PSAPs an opportunity to provide input.

5. Statewide 9-1-1 Coordinator: Recommend the ETSC work toward establishing a statewide 9-1-1 coordinator, sometime in the future. In the interim, the Wireless Implementation Subcommittee, with the assistance of the Program Manager, will serve as coordinator on a volunteer basis, if the ETSC so chooses.

Discussion: Ms. Hensel advised the subcommittee is aware this may be an issue that requires legislative action; however, it is recommended the ETSC work toward this end. Lt. Colonel Madden suggested this recommendation be tabled for the time being. As stated under the subcommittee's first recommendation, this is a start-up process and the ETSC appears to be adequately working through issues as they arise. At this point in time, no funding is available. The Wireless Implementation Subcommittee will begin putting together a task list of responsibilities for this position for future use. This recommendation was noted for the record, with no formal action taken at this time.

6. Priority Fund (\$.03) Usage: Recommend the \$.03 funding be used to secure a statewide program manager/consulting service for wireless 9-1-1 implementation. Additionally, recommend that counties with extraordinary needs be allowed to apply for available funding to offset their costs in hiring program management/consulting service for wireless 9-1-1 implementation, so as not to dominate all of the time and efforts of the statewide manager.

Discussion: This recommendation was noted for the record, with no action taken at this time.

7. Wireless 9-1-1 Funds Usage: Recommend expenditures of these funds comply with P.A. 29, Section 406 (1) and (2), so acceptable expenditures adhere to the same guidelines as surcharge monies.

Discussion: It was the recommendation of the State Police internal auditor and others that the ETSC develop a list to provide guidance to PSAP directors and others on what can be deemed acceptable charges. The above recommendation was noted for the record, with no formal action taken at this time.

Sheriff Ron Lahti from Keewenaw County advised that his county intends to use its share of the wireless funds to operate their entire 9-1-1 system and pay for addressing. Without these funds, the county would be unable to provide even basic wireline 9-1-1 service to its citizens. Sheriff Lahti asked if this would be considered an appropriate expenditure of wireless funds. Ms. Hensel replied in the affirmative. Mr. McClure concurred and commented that it was the intent of those who worked on the legislation to provide a means for all citizens in Michigan to have 9-1-1 service.

#### **E. REPORT ON ACTIVITIES IN OTHER STATES**

Mr. Bob Currier, SCC Communications Corp. and a member of the Wireless Implementation Subcommittee, provided a brief overview of steps being taken in other states to implement wireless E9-1-1 service. Experiences vary widely. Some states are using formal contracts, others are implementing without any contracts. Some states are requiring letters of request, others are not. The State of Indiana most closely mirrors Michigan.

In Mr. Currier's opinion, it is critical that PSAPs become educated on what is necessary to provide wireless E9-1-1 service to their customers. A PSAP's incumbent 9-1-1 service provider will get the call to the PSAP, in coordination with the wireless provider.

#### **F. LEGISLATIVE ACTION SUBCOMMITTEE**

Committee members were provided with a draft copy of the 2000 Annual Report to the Michigan Legislature on the Implementation of Wireless E9-1-1 prepared by the Legislative Action Subcommittee. This report is due to the Legislature by April 30, 2000. Suggested additions or revisions to this report should be submitted to Linda Cwiek. Lt. Colonel Madden will brief key Legislators once the report is finalized.

#### **G. CMRS SUBCOMMITTEE**

Lt. Colonel Madden reported that the CMRS Subcommittee has met twice, once by conference call and once in person. A draft letter to CMRS providers and guidelines for submission of invoices were provided for the Committee for review. This information will be finalized and disseminated to CMRS providers in the near future. The subcommittee has considerable work ahead as CMRS providers begin to submit invoices for reimbursement.

#### **DISCUSSION**

##### **Resource Management—"Closest" Unit**

Lt. Colonel Madden reported that Senator VanRegenmorter contacted him recently regarding the issue of dispatching the "closest" ambulance. The Michigan Association of Ambulance Services (MAAS) has also submitted its position paper to Lt. Colonel Madden for subcommittee assignment and review. MAAS would like the ETSC to reconsider its Policy E "Emergency Medical Services Dispatching." Lt. Colonel Madden will forward MAAS's position paper to the Policy and Resource Management subcommittees for review and recommendations. Lt. Colonel Madden and select members of the subcommittees will then

meet with Senator VanRegenmorter to discuss this issue. Individuals wishing to provide input on this issue should forward their comments to Lt. Colonel Madden.

Mr. Steve Todd, Ottawa County 9-1-1 Director and former member of the ETSC, advised that the clear intent of the ETSC as it worked with the legislation was that the "closest" and "appropriate" wording allows local jurisdictions to make decisions regarding proper dispatching. This is a local governance issue.

#### **Pre-Programmed Cellular Phones**

Sheriff Germond and several other attendees reported they have been experiencing a problem with cellular phones that have been pre-programmed to dial 9-1-1 when the "9" digit is pressed. Some manufacturers are programming this feature into the phones before they are sold. If the phone is accidentally jostled or bumped up against in a pocket or briefcase and the "9" digit is pressed, the phone will dial 9-1-1 without the owner's knowledge. In some cases, the line continues to be tied up even after the dispatcher hangs up the call.

#### **Annual 9-1-1 Conference**

Mr. Nate McClure reported that the Annual 9-1-1 Conference is scheduled for May 24-26, 2000, at the Amway Grand Hotel in Grand Rapids. Two pre-conference courses are scheduled for May 23. An ETSC Meeting will be held Wednesday, May 24, at 10 a.m., followed by the opening luncheon.

Detailed information and registration forms are available by visiting the NENA website at [www.nena9-1-1.org/michigan](http://www.nena9-1-1.org/michigan).

#### **PUBLIC COMMENT**

None.

#### **NEXT MEETING**

Wednesday, May 24, 2000, beginning at 10 a.m. at the Amway Grand Hotel in Grand Rapids.

The meeting adjourned at 12:15 p.m.

Approved:

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Stephen D. Madden, Chair  
Emergency Telephone Service Committee